

## Business and Utility Operations Center (BUOC)

- Business Operations Center (BOC)
- Utility Operations Center (UOC)

### Activation Guidelines

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#### Description

The Business and Utility Operations Center (BUOC) consists of the Business Operations Center (BOC) and Utility Operations Center (UOC).

The BOC is comprised of business partners and is intended to provide support to the state and may be requested to serve as an active operational component of the State Operations Center (SOC) or Regional Emergency Operations Center's (REOCs). The SOC and REOC activate under the authority of California's Standardized Emergency Management System (SEMS).

The development of the BOC is intended to be a deliberative and iterative process enhanced by training, exercises and events that will build and mature the center over time. The fundamental goal is to continue to enhance the quality and effectiveness of the state's response capabilities.

In order to expedite resource requests, it is agreed that all BOC resources will be coordinated through the Logistics Section and in coordination with the BOC Liaison. This does not preclude broader interaction/coordination with other sections if needed. All BOC members should assist the overall BOC effort by providing trained and experienced staff to support BOC activities.

Any request for BOC support to the SOC/REOC will be coordinated through the Logistics Section Chief at the request of the SOC Director and in coordination with the BOC Liaison. In the event the SOC/REOC are not activated, resource requests and information sharing will be coordinated through the Executive Duty Officer (EDO). Refer to the BUOC Administrative Policy for additional information.

The BOC is not meant to replace resources available from existing vendors through the procurement process. The BOC should enhance the activities of government through private sector and non-profit support. The BOC is intended to identify potential private sector resources that cannot be filled through existing state vendor lists or other authorized sources.

The California Emergency Management Agency (Cal EMA) mission tasks state agency resources. If an Operational Area (OA) needs private sector resources

the SOC/REOC will refer the request to the BOC and revise the mission request within the Response Information Management System (RIMS) noting that the BOC will work directly with the OA for support. In order to track all resources associated with the response, the BOC will note any private sector resource coordination in the Corporation Situation Report within RIMS and excel spreadsheet. See Annex 6 – Mission Spreadsheet Template.

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## State Operations

### Center (SOC)

Pursuant to SEMS (Title 19, § 2413) the SOC may be activated under any of the following conditions:

- A REOC is activated;
- At the direction of Cal EMA's Secretary/Undersecretary;
- The Governor's proclamation of a state of emergency; or
- The Governor's proclamation of an earthquake or volcanic prediction.

The SOC manages state resources in response to local government via one of Cal EMA's three Administrative Regions (Coastal, Southern, Inland). The three Administrative Regions are located in Oakland, Sacramento, and Los Alamitos.

The SOC may also assist with mutual aid coordination among the Region(s) and the state level. The Inland Region Office in Sacramento supports Mutual Aid Regions III, IV, and V. The Coastal Region Office in Oakland supports Mutual Aid Region II. The Southern Region Office in Los Alamitos supports Mutual Aid Regions I and VI. See map on page 4.

As the coordinating point between Federal response operations and activities in the Region, the SOC is where overall BOC information sharing and resources supported by national companies are managed. Because the SOC is the entity that tasks state agencies, it can bundle private resources effectively with government resources to support regional and OA operations.

The SOC has responsibility for public information coordination and dissemination and can also assist the BOC members with managing this type of information.

The same roles of the BOC in the SOC apply in the REOC. It is expected that each BOC member will have in place its own policy and procedures for providing knowledgeable staff that have authority decision capability, to assist the state when requested.

Cal EMA will request BOC support through the SOC on an as needed basis.

## **Regional Emergency**

### **Operations Center (REOC)**

Pursuant to SEMS (Title 19, § 2411), “the regional level EOC shall be activated...when any operational area EOC within the mutual aid region is activated.” The REOC acts as the liaison between the OA and the SOC and is responsible for coordinating information and resources within its own Region.

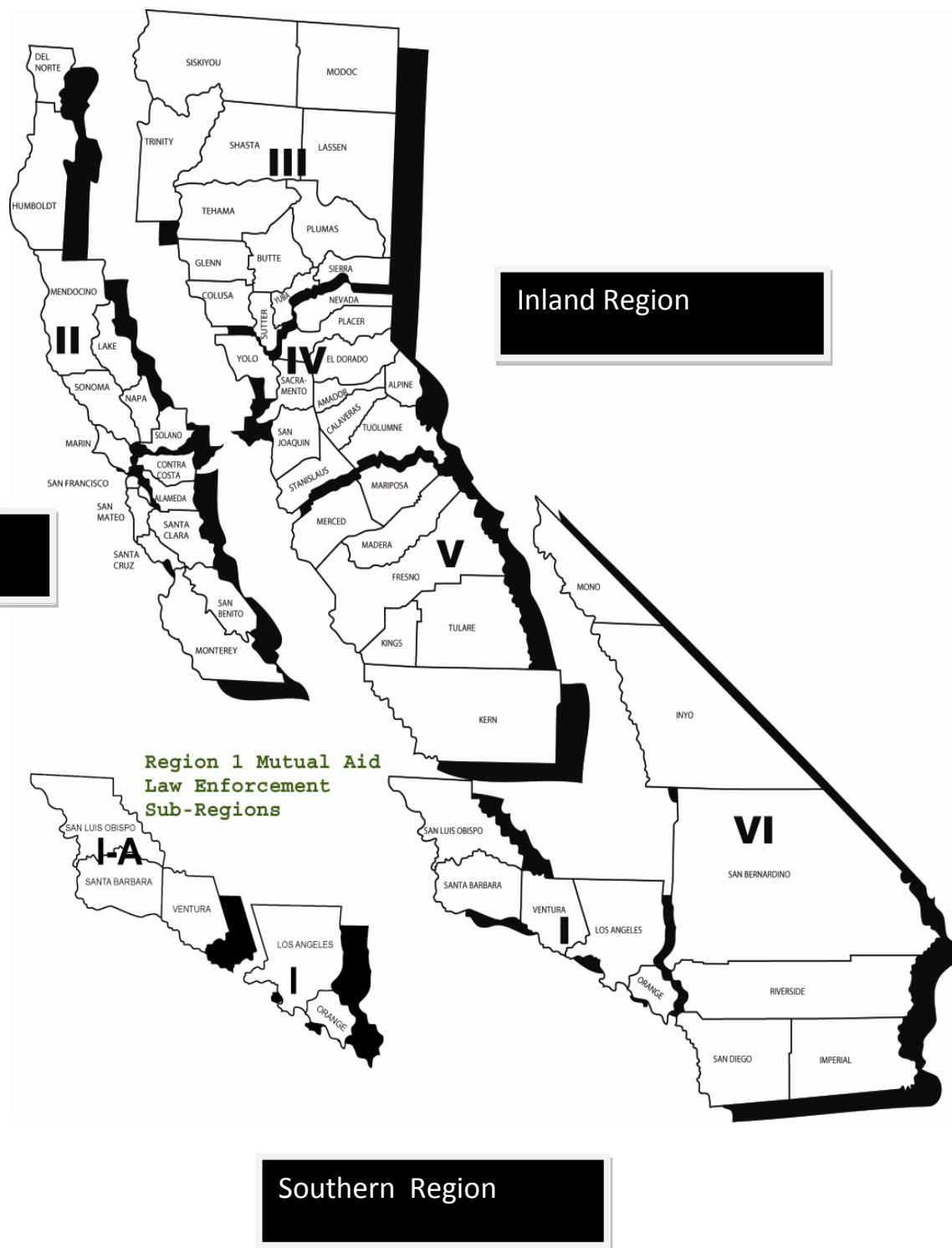
Together, the REOC Director and BOC representative will coordinate small quantity resource requests (in-kind or donated) from the private sector. However, the REOC does not coordinate procurement of resources; the SOC has that responsibility. If a national business or a company based outside the Region offers resources to the regional response operation, the REOC Director will refer the company to the SOC, which coordinates large quantity in-kind or donations.

If a BOC member decides to conduct conference calls with its members, the SOC/REOC Director may provide appropriate staff to participate and will determine which SEMS function(s) would be best suited to represent the state (including the BOC Liaison) and determines what information may be shared with the private sector. Private companies participating on the calls are expected to understand SEMS, the role and responsibility of the SOC/REOC and the geographic limitations of the regional response activities. As stated above and as expected from the BOC representatives, participating companies must respect confidential/sensitive information.

Each BOC member will be expected to create and update a Corporate Situation Report via RIMS and share pertinent information with the state.

NOTE: In the event that an impacted REOC is not able to function, the SOC will assume the REOC role until the REOC is able to assume its role.

## Cal EMA Administrative and Law Enforcement/Fire Mutual Aid Regions



**Notification:**

Each pre-identified BOC member will receive notifications from Cal EMA's California State Warning Center (CSWC). Based on the pre-determined thresholds outlined below, notification will be provided 24 hours a day.

- Tsunami watch or warnings;
- Earthquake 5.0 or greater or causing damage or injuries;
- Incident causing greater than 50 injuries (e.g. major traffic accident);
- Incident or potential incident causing greater than 200 evacuations, and a shelter was opened;
- Fire that is threatening habitable structures requiring large-scale evacuations; and,
- Incident that impacts the populace of an entire region, such as a very large electrical outage.

At the request of the SOC Director and in coordination with the BOC Liaison, the CSWC will reach out to the pre-identified BOC point of contact(s) requesting staffing of the BOC. NOTE: The BOC Liaison function will be staffed by a Cal EMA employee. The level of participation will be dictated by response needs. The representative(s) of the BOC will perform overall state operational response and not their corporate responsibilities. However, with the approval of the SOC Director and in coordination with the BOC Liaison, members may send staff to the BOC in support of their individual organizations. A sample of potential BOC functions are listed below:

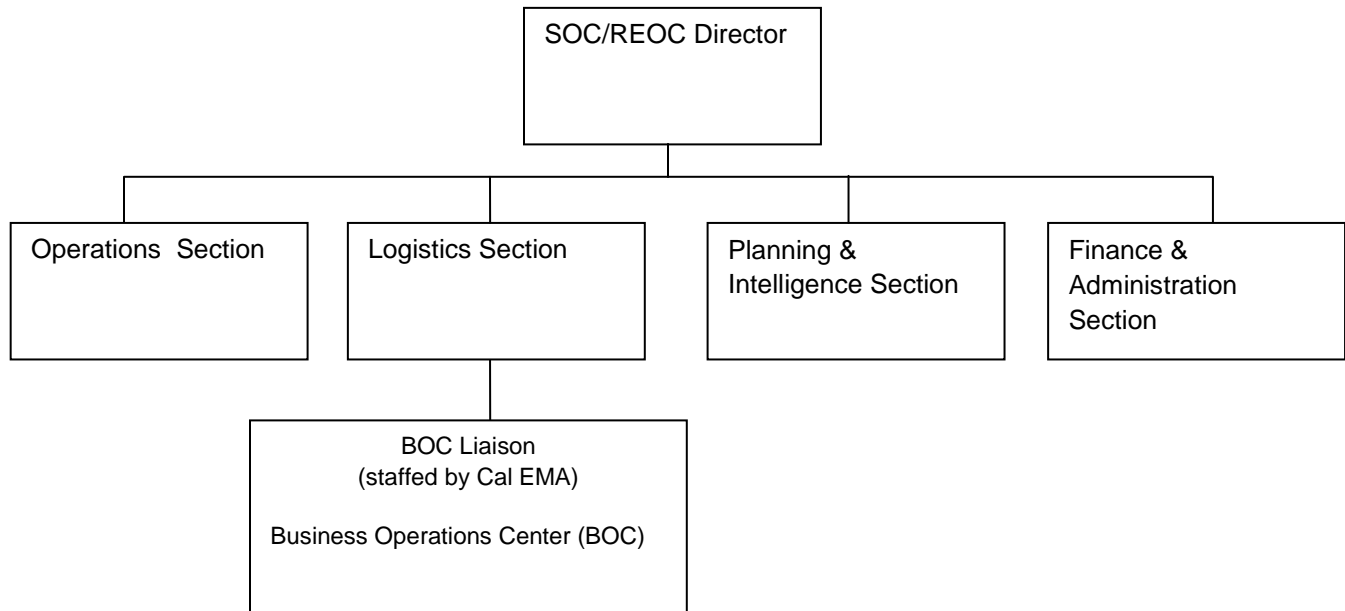
- BOC Liaison (staffed by Cal EMA)
  - Operations (staffed by Cal EMA or BOC)
  - Planning/Intelligence – including PIO/JIC coordination (staffed by Cal EMA or BOC)
  - Logistics (staffed by Cal/EMA or BOC)
  - Specific BOC member support, as needed (e.g. CGA, CRA, etc.) All members should be mindful of space accommodations and plan accordingly.

Typically, operational periods are in 12 hour increments but can be adjusted if the situation dictates. It is recommended that members dress in comfortable but professional suitable attire.

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**Reports to**

The BOC liaison will work with the appropriate SOC staff and BOC to ensure that BOC needs are being addressed and effective coordination occurs. However, this does not preclude BOC representative from interacting with appropriate SOC staff. † Please see below.



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**Coordinates with**

- Logistics – assist with facility needs and/or resources.
- Operations – assist with verification and coordination of resource requests.
- Plans and Intelligence – provide resource coordination data and situational awareness.
- Finance and Administration – provide resource cost estimates and other associated costs, if applicable.
- Other stakeholders as appropriate (internal, external, REOC, etc.)

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**Facility /  
Logistics**

The BOC is located in what is normally Breakout Room 5 of the SOC.

- BOC equipment is stored in a locked file cabinet located in Breakout Room 5. The California State Warning Center houses the key.
- The color **purple** has been designated for the BOC vests.
- The color **gray** has been designated for the Utilities/Utility Operations Center (UOC) vests.

Connectivity/communication: The following numbers are dedicated to the BOC:

- 916-636-3690 – main BOC line (multiple digital phone line)
- 916-636-3604 – additional phone line (single digital phone line)
- 916-636-3691 – additional phone line (multiple digital phone line)
- 916-636-3624 – fax number (analog line for fax only)

NOTE: See Telephone Instructions section for additional information.

Computer access:

- Cal EMA provides one stationary desk top computer with internet access in the BOC.
- All members have been issued RIMS passwords.

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## Responsibilities / Check List

### Initial Activation Phase:

#### **BOC Liaison (Cal EMA staff):**

- ☐ Sign-in at the sign-in desk or Logistics Section Chief.
- ☐ Obtain activation vest. **Purple** is the designated color for the BOC. Ensure the BOC label is visible.
- ☐ Check in with the SOC Director, Logistics and Operations Chiefs.
- ☐ Ensure BOC "Activation Reference Guide" binder is available in the BOC. Binder can be obtained in the sign-in area, Logistics Chief or in BOC file cabinet.
- ☐ Ensure equipment is operational and adequate supplies are available.
- ☐ Make positive contact with the BOC of the affected Region(s), if applicable.
- ☐ Log into Response Information Management System (RIMS). See "Workstation Reference Guide" and/or RIMS section for login instructions.
- ☐ Review mission requests within RIMS. See RIMS section for additional information. NOTE: BOC members should not create missions. However, the RIMS section provides step by step instructions on how to view mission requests and create/view situation status reports and may be use as a reference.
- ☐ Become familiar with locating resources pursuant to requests in RIMS.
- ☐ Collect as much information as possible regarding the current situation and potential or anticipated resource requests.
- ☐ Assess BOC staffing needs and work with Logistics Chief to approve staffing pattern, as necessary.
- ☐ Request additional BOC staffing through the California State Warning Center or direct contact, if applicable.
- ☐ Ensure BOC main phone number voice mail is changed to reflect the activation. Erase all messages.

**BOC:**

- ☐ Sign-in at the sign-in desk or Logistics Section Chief.
- ☐ Obtain activation vest from the storage site next to CUEA. **Purple** is the designated color for BOC. Ensure the BOC label is visible.
- ☐ Check in with the BOC Liaison and obtain briefing.
- ☐ If time permits, introduce yourself to the Donations Management staff for the purpose of identifying potential private sector or non-profit resource requests.
- ☐ Make positive contact with the BOC/BOC of the affected Region(s), if applicable.
- ☐ Log into Response Information Management System (RIMS). See "Workstation Reference Guide" and/or RIMS section for login instructions.
- ☐ Review mission requests within RIMS. See RIMS section for additional information. NOTE: BOC members should not create missions. However, the RIMS section provides step by step instructions on how to view mission requests and create/view situation status reports and may be use as a reference.
- ☐ Become familiar with locating resources pursuant to requests in RIMS.
- ☐ Collect as much information as possible regarding the current situation and potential or anticipated resource requests.
- ☐ Assess BOC staffing needs and work with BOC Liaison to approve staffing pattern, as necessary.
- ☐ In coordination with the SOC Director the BOC Liaison will request additional BOC staffing through the California State Warning Center or direct contact, if applicable.
- ☐ Additional BOC staff support should be coordinated with the BOC Liaison to ensure appropriate logistical needs.
- ☐ Begin a Corporate Situation Report within RIMS. Required information is noted within template/report.

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**Responsibilities / Check List**

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**Operational Phase:** The Initial Activation Phase is complete once initial staffing is finalized and the initial briefing occurred. At this point, the SOC is considered to be in routine operations.

**BOC Liaison (Cal EMA staff):**

- ☐ Determine from the SOC Director the operational period, frequency of situation reports, conference calls, planning meeting schedule, etc. to support SOC activities. See Annex 1 Planning P Cycle for additional information.
- ☐ Ensure the coordination of BOC activities with SOC operations.



- ☐ Establish and maintain communications with the affected BOC representative in the REOC(s), if applicable.
- ☐ Establish conference call schedule with external stakeholders, if applicable.
- ☐ Ensure BOC members create a Corporate Situation Report within RIMS.
- ☐ Provide situation reports, documents, etc. to external stakeholders, as appropriate. May utilize the Homeland Security Information Network (HSIN) system to accomplish this task. See Information Sharing section below for additional information.
- ☐ Coordinate public outreach messages with the Public Information Office/Joint Information Center (JIC), if applicable.
- ☐ Assist with distribution of information, as appropriate..
- ☐ Ensure BOC objectives are established. See Annex 2 for Section Objectives and Annex 3 for Briefing Sheet samples.
- ☐ Provide status reports (resource allocation, critical infrastructure concerns, etc.) to the Planning/Intelligence Section for inclusion in the Situation Report, SOC Director and JIC. Sensitive information should only be shared with the SOC Director and entities with a direct response role.
- ☐ Participate in Action Planning meetings. See Annex 4 for Meeting Agenda sample and to determine type of information needed.
- ☐ Extend briefing invitation to appropriate BOC member(s).
- ☐ Ensure the BOC function is carried out consistent with the Event Action Plan. See Annex 5 for sample.
- ☐ Continuously monitor the BOC effectiveness ensuring appropriate staffing modifications occur as needed.
- ☐ In coordination with BOC monitor RIMS for resource requests.
- ☐ Ensure missions within RIMS are closed and notation that private sector will be coordinating, if applicable.
- ☐ Ensure mission tracking spreadsheet summary is created and updated as activity occurs. See Annex 6 for sample.
- ☐ Assist with fulfilling resource requests in coordination with Operations and Logistics Sections.
- ☐ Ensure staff is available to answer BOC main phone number.
- ☐ Ensure fax machine is checked on a regular basis.
- ☐ Brief the Operations and Logistics Chiefs on a regular basis. Immediately report information regarding limited resource concerns, sensitive information, unusual activities, etc.
- ☐ Note: The Liaison ensures the effective integration of the BOC into SOC operations.

#### **BOC:**

- ☐ Determine from the BOC Liaison the operational period, frequency of situation reports, conference calls, planning meeting schedule, etc. to support SOC activities. See Annex 1 Planning P Cycle for additional information.

- ☐ Provide status reports (resource allocation, critical infrastructure concerns, etc.) in coordination with the BOC Liaison to be shared with the Planning/Intelligence Section for inclusion in the Situation Report, SOC Director and JIC. Point out any sensitive information. Sensitive information will only be shared with the appropriate Chief positions, SOC Director and entities with a direct response role, if applicable.
- ☐ Encourage donors to utilize the Limited Liability Registration when donating resources.
- ☐ Provide situation reports, documents, etc. to external stakeholders, if appropriate.
- ☐ Establish coordination with SOC functions as necessary.
- ☐ Work with American Red Cross, Department of Social Services and other appropriate stakeholders to assist with shelter needs, if applicable.
- ☐ Establish and maintain communications with the BOC representative in the the REOC(s), if applicable.
- ☐ Establish conference call schedule with external stakeholders, if applicable.
- ☐ Coordinate public outreach messages with the BOC Liaison.
- ☐ Participate in briefings/meetings, as requested. See Annex 4 for Meeting Agenda sample and to determine type of information needed.
- ☐ Brief the BOC Liaison on a regular basis. Immediately report information regarding limited resource concerns, sensitive information, unusual activities, etc.
- ☐ Ensure all BOC mission coordination is shared with the BOC Liaison. The BOC Liaison will ensure a mission tracking spreadsheet summary is created. See Annex 6 for sample.
- ☐ Assist with fulfilling resource requests in coordination with the Logistics Section.
- ☐ Answer BOC main phone line and check fax machine.

**Deactivation Phase:** Deactivation should occur when resources are no longer needed to support the response or the response activities cease.

**BOC Liaison (Cal EMA staff):**

- ☐ Notify the affected REOC(s) the BOC is deactivating and whom they should contact for future coordination.
- ☐ Ensure final Corporation Situation Report is complete in RIMS.
- ☐ Ensure all BOC missions are closed and noted appropriately in the mission summary spreadsheet and Corporate Situation Report.
- ☐ Change BOC main phone voice mail. Message should be clear that the phone number is not answered and voice mail is not monitored when the BOC is not activated. See Telephone section for specific instructions.
- ☐ Ensure any SOC loaned equipment is returned to the appropriate Unit.

- ☐ Ensure all BOC equipment is returned to file cabinet and cabinet locked. Return key to CSWC.
- ☐ Gather and ensure all appropriate documentation is provided to the Documentation Unit.
- ☐ Ensure Breakout Room is clean and returned to pre-activation status.
- ☐ Ensure BOC staff complete exit survey.
- ☐ Ensure BOC staff sign-out at the sign-in desk or Logistics Section Chief.
- ☐ Request BOC staff participate in the After Action Process.
- ☐ Complete After Action Report on behalf of the BOC and provide members a copy of the final.

**NOTE:** It is possible that Cal EMA and the Federal Emergency Management Agency (FEMA) may decide to transition SOC/REOC responsibilities to a Joint Field Office (JFO). BOC representatives may be requested to staff the JFO or Local Assistance Center. BOC Liaison should consult with SOC/REOC Director and BOC Liaison whether continuing private sector representation is needed.

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### Information Sharing:

Cal EMA coordinated a secure website with Federal Department of Homeland Security [www.hsin.gov](http://www.hsin.gov). The BOC Community of Interest portal provides a secure location to store templates, post sensitive information, etc. Access to the portal will be by invitation only and only primary points of contacts will be granted access. Any misuse of the information or site will result in immediate dismissal of access. BOC

The HSIN system may also be utilized as a tool for information sharing with external partners. Situation reports may be compiled, uploaded and distributed from this site to external BOC members. As mentioned in this document sensitive/confidential information should not be shared with those who do not have a critical response role. It is the responsibility of each BOC member to create and maintain their own distribution lists.

An additional HSIN component is the use of the “jabber tool.” This tool can be utilized as an instant messaging system similar to a chat line. The benefit of this function is to provide instant messaging/communication to those members who participate virtually. See HSIN section for additional information.

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**Confidentiality:** In addition to the items mentioned in the BOC Administrative Policy, Code of Conduct Section, the following is applicable:

- BOC representative(s) will consider information that is provided by their respective peers during or after an activation to be considered confidential and to be shared only as appropriate.

- Sensitive information shared outside of the BOC must be approved by the BOC Liaison prior to distribution.
- It is expected that all BOC representatives not share confidential information issued by Cal EMA or other state agencies that may be available from another BOC partner. For example, confidential information specific CGA should not be shared outside the BOC unless approval is obtained from the CGA or issued in a SOC Situation Status Report.
- If a BOC representative is contacted by any media representative requesting state related activities, it is expected the representative will refer the media representative to the SOC Director, BOC Liaison or JIC.

**Public Records Act** - It should be noted that the general rule is records held by state or local government are public records. There are numerous exceptions to this general rule that have to be considered on a case-by-case basis. As a “guest” of the state using Cal EMA’s facility and systems (e.g. RIMS, computers, e-mail, etc.) BOC records may be considered public, unless some other exemption applies, e.g., records whose release would violate the privacy rights of identified individuals or where an explicit federal FOIA exemption against the release of a particular type of information applies.

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## **Procurement and Contracting:**

The State of California (State) follows standard purchasing regulations, policies and procedures as set forth by the California Department of General Services (DGS). The State has large number of pre-arranged agreements in place to procure a wide variety of goods and services. Cal EMA utilizes these agreements and works closely with DGS staff if further assistance is needed. For instance, if the procurement or contract exceeds the agencies pre-approved purchasing delegation amounts, then DGS is always included in the purchasing process.

During an emergency activation, when a service or good is requested and approved to be purchased, Operations, Logistics and Finance/Administration Sections work together to complete this acquisition. The standard state process includes using standard forms, identifying the appropriate purchasing mechanism, placing the order with all necessary information including the identified funding/index codes, stock receiving the goods/service (if a good over \$500, adding it to the Cal EMA property control database), processing the transaction Cal EMA’s Accounting Department and then forwarding to the State Controller’s Office (SCO) for payment to the vendor the good/service was procured from. Payment is usually made within 45-60 days of the purchase date. The same procurement process mentioned above applies to the BOC for purchased goods or services.

Cal EMA understands that resource support identified by the BOC may for purchase or be donated.

Pursuant to Assembly Bill 2796, any private business or non-profit organization would be relieved from civil liability if donate good/service caused harm, illness, death etc. if the resource is registered on a statewide. See Liability Registration section below for additional information.

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### **Donations Management:**

Cal EMA and CaliforniaVolunteers (CV) work together during disasters to manage donations. Cal EMA is responsible for coordinating in-kind donations and CV manages monetary donations.

During an activation, it is agreed that all monetary donations will be referred to CV. All in-kind donations will be captured in an appropriate database and will be coordinated through the SOC Donations Unit with the assistance of Cal EMA's Individual Assistance Section. The SOC may use this database in locating resources.

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### **Liability Registration:**

Pursuant to California Government Code Sections 8588.2 and 8657.5, the California Liability Registry was developed to enable the state to provide limited liability protection to private businesses and non-profit organizations that are interested in donating services, goods, labor, equipment resources, dispensaries, or other facilities at no cost to state governmental entities or the victims of emergencies and disasters. A donor must be registered within the registry in order to be protected under the Government Code mentioned above.

Registration in the program does not obligate a business or non-profit organization to donate. Participants in this registry are encouraged to carefully review the law and consult with their legal counsel. The liability protection provided by participation in this registry is limited and creates no rights or obligations upon the Cal EMA, the State of California, its officials, or employees. Also, the protection afforded by participation in this registry requires compliance with all statutory requirements that apply. Participation in the registry can be found on Cal EMA's webpage [www.calema.ca.gov](http://www.calema.ca.gov) the registry is another tool that may be used in locating needed resources.